

NEW YORK CITY HOUSING AUTHORITY

THREE-THOUSAND NINETY-NINTH MEETING

Minutes of Board Meeting

Wednesday, January 27, 2016

The meeting was held at the office of the Authority, 250 Broadway, New York City. A Quorum being present, the Chair called the meeting to order.

Present: Shola Olatoye, Chair  
Beatrice Byrd, Member  
Derrick D. Cephas, Member  
Zaire Z. Dinzey-Flores, Member  
Victor A. Gonzalez, Member  
Willie Mae Lewis, Member  
Michael P. Kelly, General Manager  
Vilma Huertas, Corporate Secretary

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***NEW YORK CITY HOUSING AUTHORITY***  
***Office of the Corporate Secretary***

***Minutes***  
***Regular Meeting***  
***Wednesday, January 27, 2016***

I. Authority Minutes

Adoption of Minutes of Regular Meeting, Wednesday, December 23, 2015

**APPROVED**

II. Chair's Report

III. General Manager's Report

IV. Authority Calendar

Calendar of Regular Meeting, Wednesday, January 27, 2016

- 1 Authorization to (i) Amend Board Resolution 14-2/26-2 and (ii) Approve an Increase in the Not-To-Exceed Amount of the Requirement Contract for Boiler Welding and Repair Services

|                            |  |
|----------------------------|--|
| Location:                  | Various (Manhattan)                        |
| Administering Department:  | Operations – Heating Management & Services |
| Funding Source:            | Operating – Federal                        |
| Amount:                    | \$465,771.36                               |
| Projected Section 3 Hires: | N/A  |

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Authorization is requested to (i) amend Board Resolution 14-2/26-2, which authorized the award of this requirement contract to New York Boiler, Inc. for boiler welding and repair services, by changing the contract number from 1400219 to 1400421 to accurately reflect the number as it appears on the executed contract; and, (ii) approve an increase in the not-to-exceed amount of this requirement contract with New York Boiler, Inc. for boiler welding and repair services, by 50% as permitted by the original requirement contract which was authorized by Board Resolution 14-2/26-2 for an initial two-year term with one (1) one-year renewal option, in order to fund the continued provision of services during the remainder of the initial two-year term, which commenced on March 6, 2014 and is continuing through March 5, 2016.

**APPROVED**

*N/A = NOT APPLICABLE*

*APPROVED = UNANIMOUS*

2 Authorization to Amend Board Resolution 15-11/18-6

|                            |                          |
|----------------------------|--------------------------|
| Location:                  | Various (Queens)         |
| Administering Department:  | Finance – Energy Finance |
| Funding Source:            | N/A                      |
| Amount:                    | N/A                      |
| Projected Section 3 Hires: | N/A                      |

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Authorization is requested to amend Board Resolution 15-11/18-6, which authorized the award of this requirement contract to East Coast Petroleum, Inc. for grade #2 ultra low sulfur diesel fuel oil with 2% bio-diesel, by changing the contract number from 1527829 to 1534884 to accurately reflect the number as it will appear on the executed contract.

**APPROVED**

3 Authorization to Amend Board Resolution 15-11/18-7

|                            |                            |
|----------------------------|----------------------------|
| Location:                  | Various (Bronx & Brooklyn) |
| Administering Department:  | Finance – Energy Finance   |
| Funding Source:            | N/A                        |
| Amount:                    | N/A                        |
| Projected Section 3 Hires: | N/A                        |

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Authorization is requested to amend Board Resolution 15-11/18-7, which authorized the award of this requirement contract to Sprague Operating Resources LLC for grade #2 ultra low sulfur diesel fuel oil with 2% bio-diesel, by changing the contract number from 1527830 to 1534891 to accurately reflect the number as it will appear on the executed contract.

**APPROVED**

4 Authorization to Rescind Board Resolution 15-11/18-30

|                            |                                  |
|----------------------------|----------------------------------|
| Location:                  | Various (Queens & Staten Island) |
| Administering Department:  | Safety & Security                |
| Funding Source:            | N/A                              |
| Amount:                    | N/A                              |
| Projected Section 3 Hires: | N/A                              |

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Authorization is requested to rescind Board Resolution 15-11/18-30, which authorized an agreement with Guardian Security Services, Inc. for security guard and fire watch services, because Guardian declined to hold its proposal price past 120 days from the proposal submission deadline.

**APPROVED**

5 Authorization to Amend (i) Board Resolution 15-11/18-29 and (ii) the Agreement with FJC Security Services, Inc.

|                            |                     |
|----------------------------|---------------------|
| Location:                  | Various (Citywide)  |
| Administering Department:  | Safety & Security   |
| Funding Source:            | Operating – Federal |
| Amount:                    | \$10,000,000.00     |
| Projected Section 3 Hires: | N/A                 |

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Authorization is requested to amend (i) Board Resolution 15-11/18-29, which authorized the award of this agreement to FJC Security Services, Inc. ("FJC") for security guard and fire watch services, by changing the contract number from 1525634 to 1600185 to accurately reflect the number as it appears on the executed agreement, and, (ii) this agreement with FJC, to increase the not-to-exceed amount, in order to fund the continued provision of services for additional scope of work during the remainder of the initial three-year term, which commenced on January 10, 2016 and is continuing through January 9, 2019, by reallocating the funds authorized by Board Resolution 15-11/18-30 for an agreement with Guardian Security Services, Inc. to FJC.

**APPROVED**

6 Authorization to Enter into an Agreement with STV|AECOM PNA - A Joint Venture

|                            |  |
|----------------------------|--|
| Location:                  | Various (Citywide)                           |
| Administering Department:  | Capital Projects Division – Capital Planning |
| Funding Source:            | Capital – Federal & Mixed Finance            |
| Amount:                    | \$22,941,755.00                              |
| Projected Section 3 Hires: | 7  |

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Authorization is requested to enter into an agreement with STV|AECOM PNA - A Joint Venture for architectural and engineering physical needs assessment and energy audit services, commencing on February 10, 2016 and continuing through February 9, 2021, or commencing on such other date as may be determined by the General Manager or the Acting Executive Vice-President for Capital Projects and continuing for five (5) years thereafter.

**APPROVED**

7 Authorization of a Change Order to Contract No. RF1422297 Awarded to M. Bhuiyan Construction Co. Inc.

|                            |  |
|----------------------------|--|
| Location:                  | Park Avenue – East 122 <sup>nd</sup> , East 123 <sup>rd</sup> Street |
| Administering Department:  | Capital Projects Division – Construction                             |
| Funding Source:            | Capital – Federal  |
| Amount:                    | \$1,400,026.00   |
| Projected Section 3 Hires: | N/A  |

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Authorization is requested to approve a change order to this contract awarded to M. Bhuiyan Construction Co. Inc. for building envelope restoration, authorized by Board Resolution 14-9/24-27, to increase the amount by the negotiated amount, in order to cover the costs for asbestos abatement of the first generation caulking for 416 windows, interior and exterior protection to conform with the NYC Department of Environmental Protection requirements, and additional installation and rental of pipe scaffolding.

**APPROVED**

8 Award of a Requirement Contract for Grounds Improvements

|                            |   |
|----------------------------|---|
| Location:                  | Various (Bronx)                             |
| Administering Department:  | Capital Projects Division – City<br>Capital |
| Funding Source:            | Capital – City                              |
| Amount:                    | \$2,000,000.00                              |
| Projected Section 3 Hires: | 5   |

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Authorization is requested to award this requirement contract to the lowest responsive and responsible bidder, M. Bhuiyan Construction Co. Inc., for the not-to-exceed amount.

**APPROVED**

9 Award of a Contract for Restoration Related to the Response to and Recovery from Hurricane Sandy

|                            |  |
|----------------------------|--|
| Location:                  | Astoria  |
| Administering Department:  | Capital Projects Division – Disaster<br>Recovery |
| Funding Source:            | Capital – FEMA, CDBG-DR &<br>Insurance           |
| Amount:                    | \$54,789,210.00                                  |
| Projected Section 3 Hires: | 10   |

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Authorization is requested to award this contract to the lowest responsive and responsible bidder, Navillus Tile, Inc./DBA Navillus Contracting.

**APPROVED**

10 Authorization to Amend the Agreement with National Grid Energy Management, LLC

|                            |   |
|----------------------------|---|
| Location:                  | Various (Bronx & Brooklyn)                          |
| Administering Department:  | Capital Projects Division – Energy & Sustainability |
| Funding Source:            | Operating – Federal                                 |
| Amount:                    | \$2,616,935.28                                      |
| Projected Section 3 Hires: | N/A   |

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Authorization is requested to amend the agreement with National Grid Energy Management, LLC, for the continued third-party operation and maintenance of the heating systems, authorized by Board Resolution 07-11/28-4 and as amended by subsequent Board Resolutions for an initial five-year term with one (1) one-year and two (2) two-year renewal options, to increase the not-to-exceed amount, in order to fund the third two-year renewal option for the continued provision of services, commencing on February 1, 2016 and continuing through January 31, 2018.

**APPROVED**

11 Rejection of All Bids for a Requirement Contract for Exterior Restoration

|                            |  |
|----------------------------|--|
| Location:                  | Various (Citywide)                       |
| Administering Department:  | Capital Projects Division – Local Law 11 |
| Funding Source:            | N/A                                      |
| Amount:                    | N/A                                      |
| Projected Section 3 Hires: | N/A                                      |

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Rejection of all bids is recommended in the best interest of the Authority. This requirement contract will be re-bid.

**APPROVED**

12 Rejection of All Bids for a Requirement Contract for Exterior Restoration

|                            |  |
|----------------------------|--|
| Location:                  | Various (Citywide)                       |
| Administering Department:  | Capital Projects Division – Local Law 11 |
| Funding Source:            | N/A                                      |
| Amount:                    | N/A                                      |
| Projected Section 3 Hires: | N/A                                      |

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Rejection of all bids is recommended in the best interest of the Authority. This requirement contract will be re-bid.

**APPROVED**

13 Authorization of a Change Order to Requirement Contract No. AS1433079 Awarded to Jemco Electrical Contractors, Inc. Related to the Response to and Recovery from Hurricane Sandy

|                            |  |
|----------------------------|--|
| Location:                  | Various (Brooklyn)                                 |
| Administering Department:  | Capital Projects Division – Disaster Recovery      |
| Funding Source:            | Capital – FEMA, CDBG-DR, Insurance, Federal & City |
| Amount:                    | \$9,171,786.57                                     |
| Projected Section 3 Hires: | N/A  |

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Authorization is requested to approve a change order to this requirement contract awarded to Jemco Electrical Contractors, Inc. for clean-up, abatement and restoration of apartments, authorized by Board Resolution 15-2/25-9, to increase the not-to-exceed amount, in order to cover the costs for additional restoration work.

**APPROVED**



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Vilma Huertas  
Corporate Secretary





# **NYCHA Board Calendar Meeting**

**Chair's Report**

**January 27, 2016**

**[NextGen@nycha.nyc.gov](mailto:NextGen@nycha.nyc.gov)**

# Agenda

## ☐ Recent NYCHA News

➤ NextGeneration Quarterly Report

➤ CCTV

➤ Wyckoff Resident Forum

# NextGeneration Quarterly Report

- ❑ Outlines strategies implemented in initial 8 months - released 1/21/2016
- ❑ Highlights:
  - Secured forgiveness of \$100M annually from the City
  - Released MyNYCHA App
  - Reduced completion time of maintenance requests from 21.4 days to 8 days
  - Reduced emergency service levels by 7%
  - Improved rent-collection by 10% at OPMOM developments
  - Selected ESCO to manage first EPC to lower energy consumption at up to 80 developments
  - Developed new design standards
  - Rolled out new recycling program at over 99 developments
  - Issued RFPs for 100% affordable new housing
  - Launched Fund for Public Housing

# CCTV

- ❑ Completion at 31 developments
  - Installed – 988 new cameras
  - Upgrades – 152 existing CCTV cameras
- ❑ Investment of over \$18M
  - \$16.62M – City
  - \$1.45M – State
- ❑ Ongoing security upgrades will include allocation for layered-access control (LAC)



# Mayor's Resident Forum – Wyckoff Houses

- ❑ Mayor Bill de Blasio held the forum on January 11, 2016
- ❑ Over 100 residents attended
- ❑ Concerns raised:
  - Safety and Security
  - Operations/Property Management
  - Real Estate Development





# **NYCHA Board Calendar Meeting**

**General Manager's Report**

**January 27, 2016**

**[NextGen@nycha.nyc.gov](mailto:NextGen@nycha.nyc.gov)**

# Agenda

- NYCHA Year End Key Performance Indicator (KPI) Report
- Winter Storm Jonas

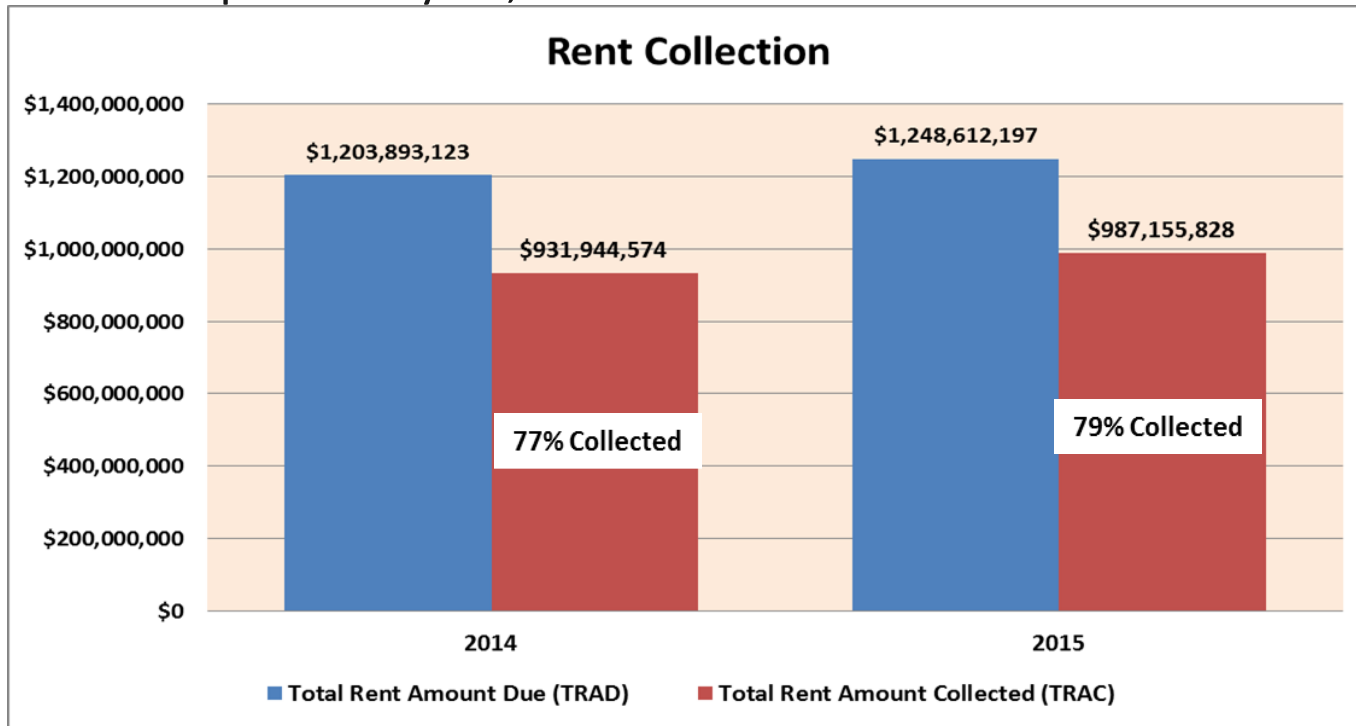
# Key Performance Indicator (KPI) Report

- ❑ The Key Performance Indicator (KPI) report tracks the NYCHA's performance in four main areas:
  - Financial (Rent Collection)
  - Work Orders (Emergencies, Maintenance and Skilled Trades)
  - Vacancies (Apartment Turnaround Time and Occupancy Rate)
  - Customer Satisfaction (Residents satisfied with repairs)



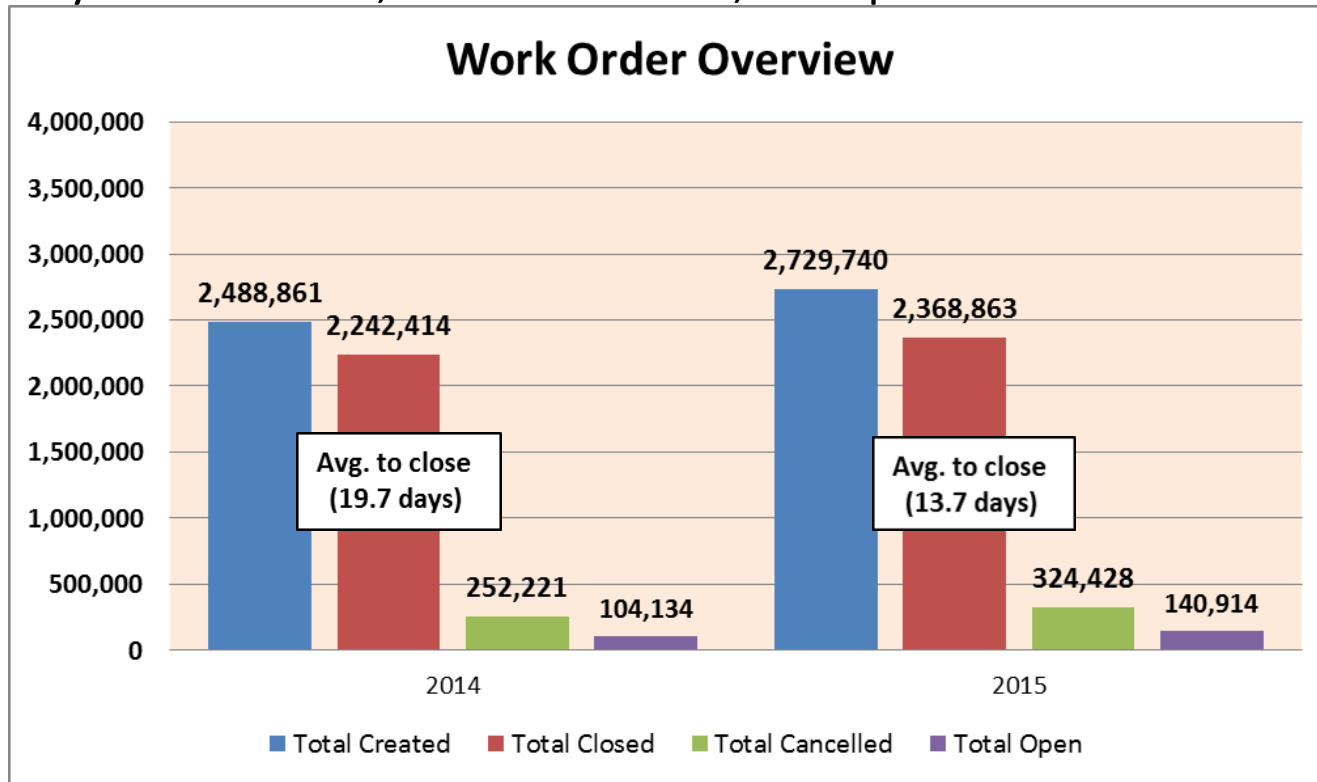
# Rent Collection

- ❑ The Rent Collection metric measures the percentage collected from the total rent billed and arrears. The target is 97.5%.
- In 2015, NYCHA collected 79% of the total rent amount due compared to 77% the previous year, an increase of 2%.



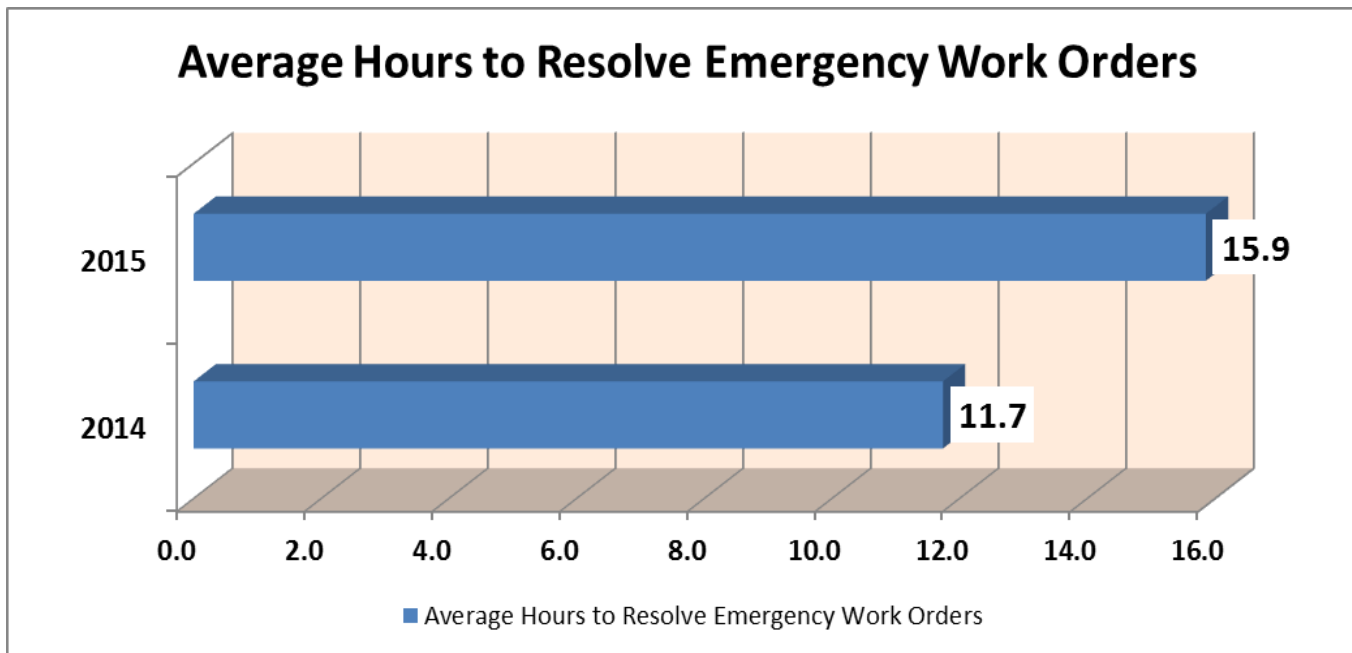
# Work Orders Overview

- ❑ In 2015, NYCHA created about 2.8 million work orders, closed 2.3 million, and took less time to do the repairs (13.7 days vs. 19.7 days).
- ❑ As of year end 2015, there were 140,914 open work orders.



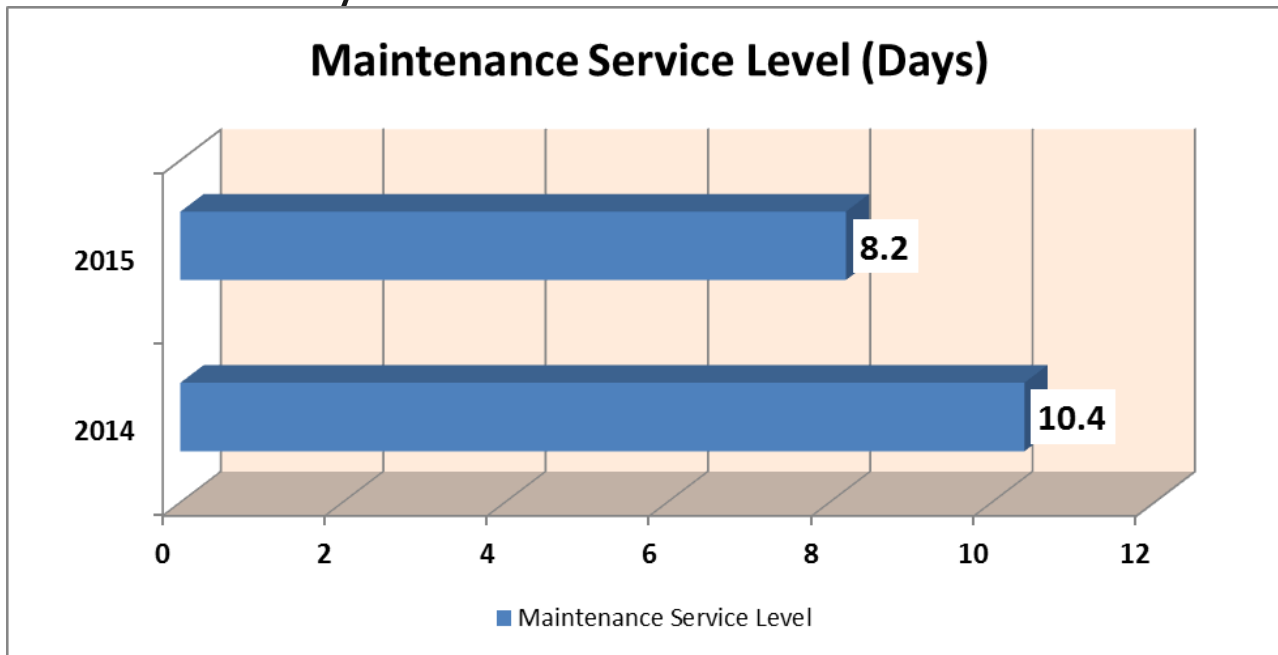
# Emergency Work Orders

- ❑ Emergency work orders are high priority items such as heat and hot water, gas, elevator outages, etc. NYCHA has a target of 24 hours to respond to these conditions.
- ❑ The average time to resolve emergencies has remained under the target but has increased 35% to 15.9 hours in 2015 from 11.7 hours in 2014.



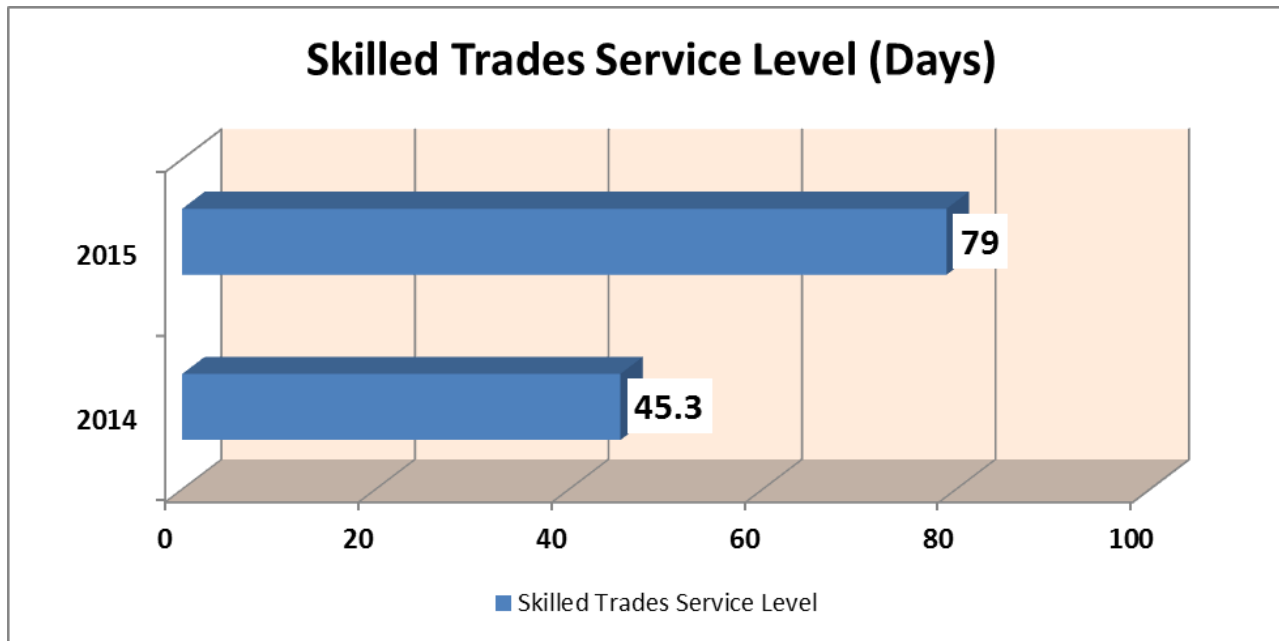
# Maintenance Work Orders

- ❑ The Maintenance Service Level measures the Authority's performance in addressing simple repairs. We have set a target of 7 days.
- ❑ The Maintenance service level was cut down 21% to 8.2 days in 2015 from 10.4 days in 2014.



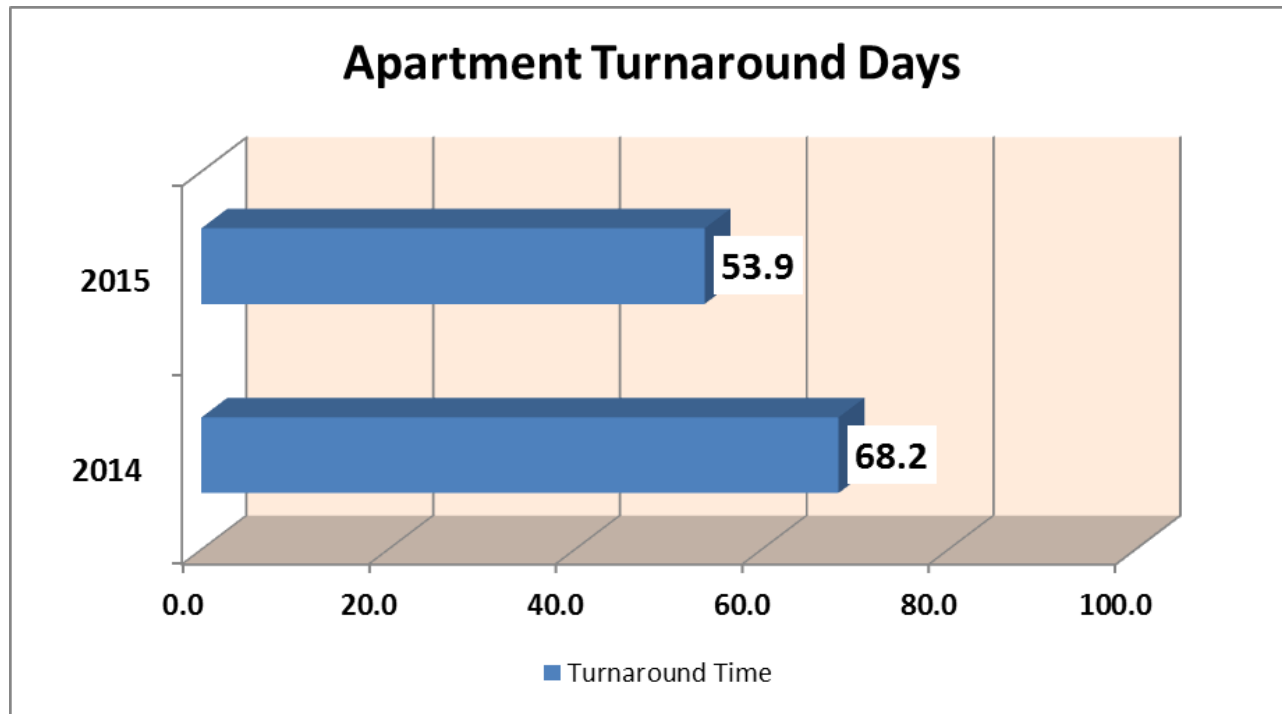
# Skilled Trades Work Orders

- ❑ The Skilled Trades Service Level measures the Authority's performance in addressing more complex repairs such as carpentry, painting and plastering.
- ❑ The service level has increased 74% to 79 days in 2015 from 45.3 days in 2014.



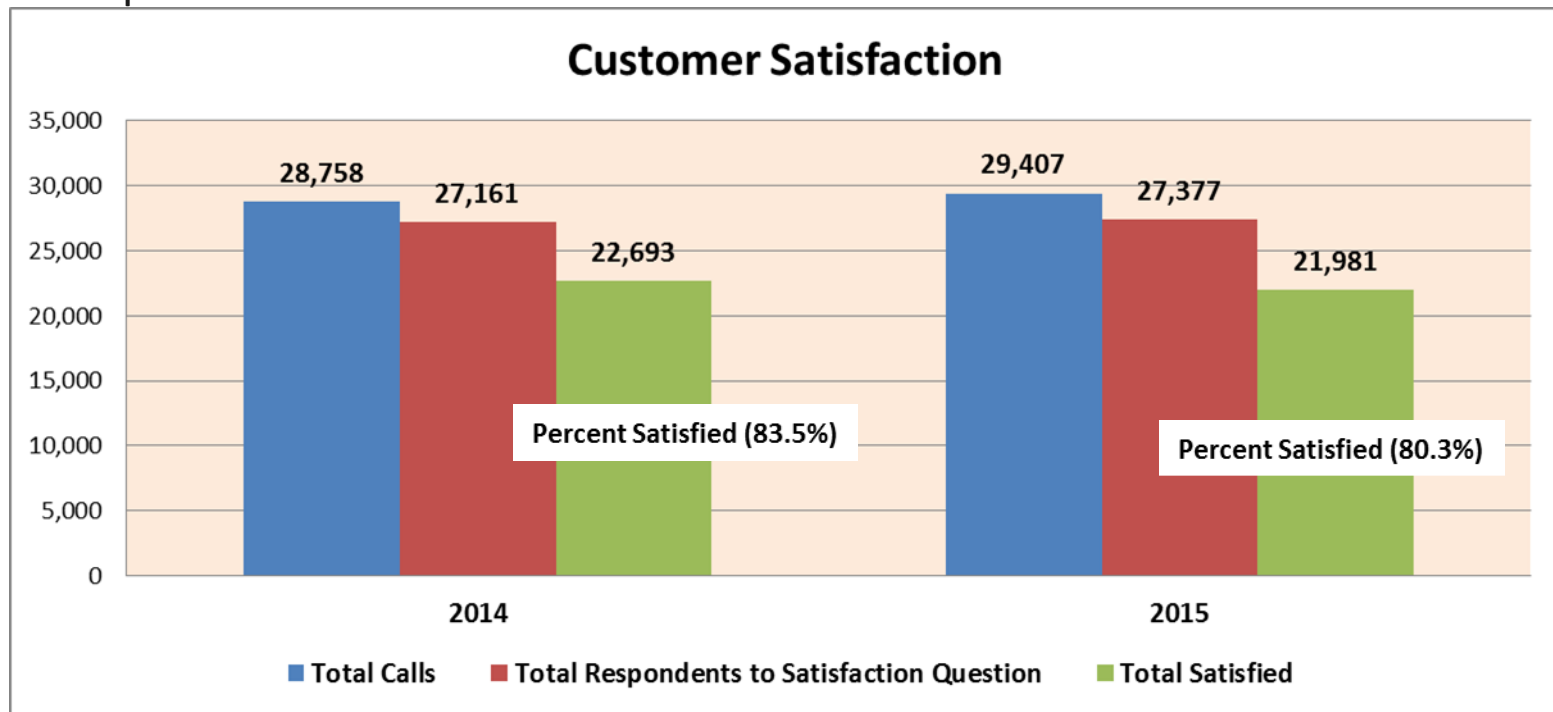
# Apartment Turnaround Time

- ❑ The Apartment Turnaround measures the average days to re-occupy a NYCHA apartment after it has been vacated. The target is 30 days.
- ❑ The turnaround has shown significant reduction - down 21% from 68.2 days in 2014 to 53.9 days in 2015.



# Customer Satisfaction

- ❑ The Customer Satisfaction measures the percentage of residents satisfied with the overall experience with their repair. This information is obtained from the results of the monthly robocalls conducted by the CCC for closed work orders.
- ❑ In 2015, 80.3% of residents reported being satisfied with their repairs compared to 83.5% in 2014.



# Winter Storm Jonas



# Winter Storm Jonas STATS

- ❑ Largest Snow Event in NYCHA's History
- ❑ Staffing:
  - Over 3,300 staff worked on Saturday
  - Over 200 staff slept over Saturday night
  - Over 3,300 staff worked on Sunday
- ❑ Snow Removal Operations Conducted:
  - Saturday from 8AM to 7PM, Sunday 7AM to 8PM (majority completed)
  - Monday 8AM to 7PM, continue to widen sidewalks, expand access routes, treat icy conditions and clear parking lots as needed
  - A total of 674,218 linear feet or 128 miles of snow removed along interior sidewalks, ramps, and perimeter sidewalks.
- ❑ Injuries: 19 reported to Date (mostly slips and falls)
- ❑ Resident Hires: 176 residents hired as temporary snow removal workers

# Winter Storm Jonas STATS

- ❑ First snow event using new Snow Preparation & Removal Procedure:  
The revisions were a collaboration between Operations and Safety & Security; representatives from all titles involved in snow removal had input on the procedure; significant improvements are:
  - Year round approach to planning, maintenance and training
  - Pre-Storm Planning Sessions
  - “Snow Maps” for each development that color code Priorities, Equipment Used & Assignments
  - Clear roles and responsibilities for all staff involved in snow removal operations
  - Strong emphasis on safety & training
  - Digital reporting for Snow Removal Productivity
  - On December 17, 2015 conducted full scale exercise utilizing the new Snow Preparation and Removal Procedure. It was a critical in orientating to the new procedure and preparing us for Jonas.
- ❑ Performance metrics regarding attendance, snow removal, injuries and finances

# Winter Storm Jonas

## Service Disruption Major Incidents

### January 23<sup>rd</sup>, 12am – January 26<sup>th</sup>, 12am

| Major Incidents Type  | # of Developments | # of Incidents | Average Hours to Restore |
|-----------------------|-------------------|----------------|--------------------------|
| No electrical service | 4                 | 4              | 12.7                     |
| No elevator service   | 5                 | 5              | 20.6                     |
| No Heat               | 3                 | 3              | 14.3                     |
| No hot water          | 5                 | 5              | 24.1                     |
| No water              | 1                 | 1              | 8.4                      |
| <b>Grand Total</b>    | <b>18</b>         | <b>18</b>      | <b>18.1</b>              |

# Winter Storm Jonas STATS

- ❑ Property managers utilized the Snow Survey module in Datawarehouse to enter and report data:
  - Snow Survey Screenshot
  - Headcount by Title
  - Snow Maps

# Snow Survey – DataWarehouse Screenshot



Snow Date 24-JAN-16 - OPEN - Winter Storm Jonas-January 24th Data Entry

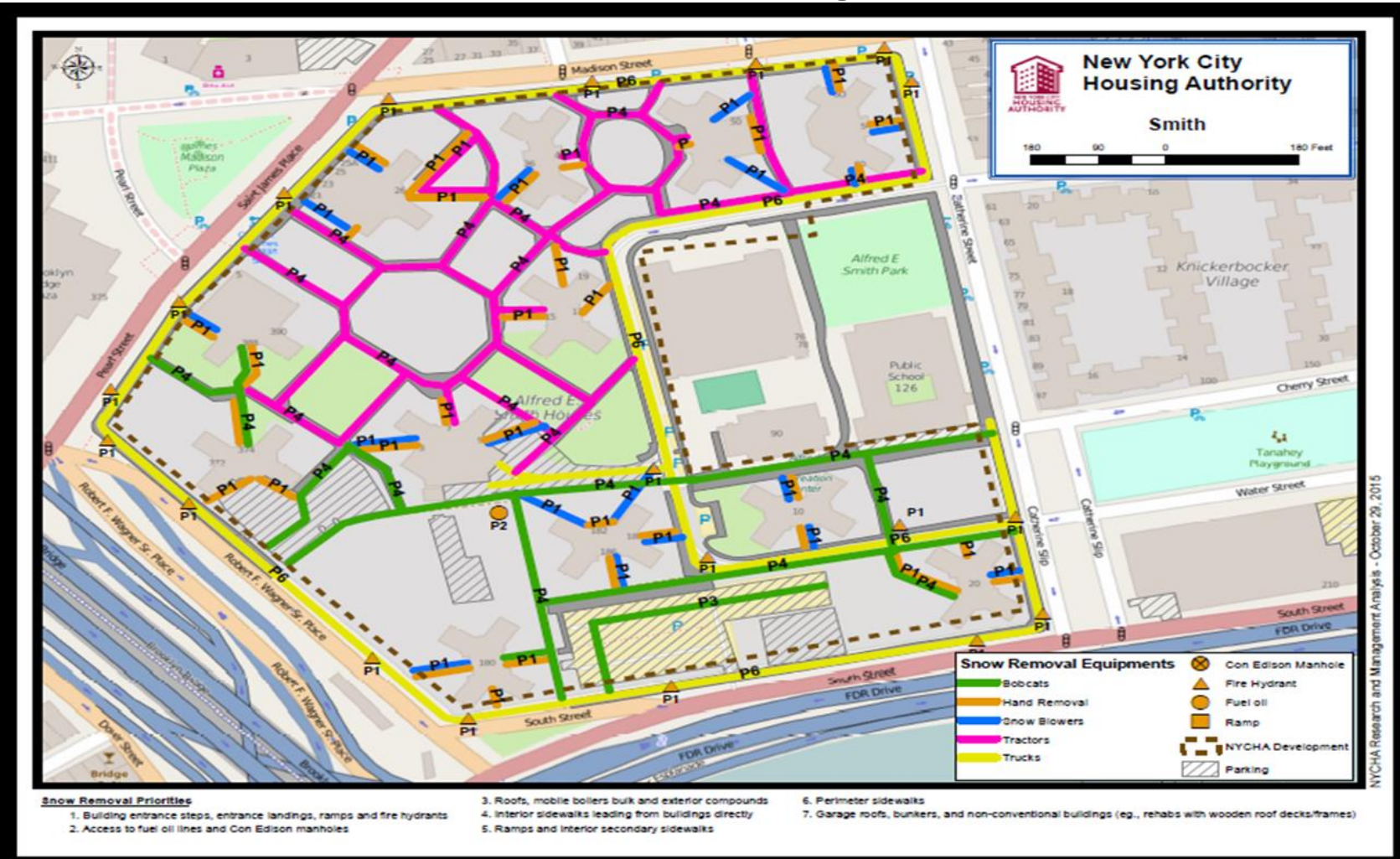



|  | Mgmt Jurisd.  | Borough   | Cons Name   | Dev Nbr | Dev Name           | Pass Nbr | Last Change Date    | Building entrance steps, entrance landings, ramps and fire hydrants | Fuel lines and Con Edison Manholes | Roofs, mobile boilers, and exterior compounds | Interior sidewalks leading from buildings directly | Ramps and Interior secondary sidewalks | Perimeter Sidewalks | Garage roofs bunkers non-conventional buildings (e.g. rehabs with wooden roof decks frames) | Salting | Icy Conditions |
|--|---------------|-----------|-------------|---------|--------------------|----------|---------------------|---|------------------------------------|---|--|--|---------------------|---|---------|----------------|
|  | BRONX         | BRONX     | ADAMS       | 118     | ADAMS              | 6th Pass | 25-JAN-2016 03:09PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 100%  | 100%    | Y              |
|  | BROOKLYN      | BROOKLYN  | ALBANY      | 031     | ALBANY             | 4th Pass | 24-JAN-2016 05:36PM | 100%  | 100%                               | 100%  | 90%  | 100%                                   | 100%                | 0%  | 100%    | N              |
|  | BROOKLYN      | BROOKLYN  | ALBANY      | 085     | ALBANY II          | 1st Pass | 24-JAN-2016 05:37PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 0%  | 100%    | N              |
|  | BROOKLYN      | BROOKLYN  | ALBANY      | 229     | WEEKSVILLE GARDENS | 1st Pass | 24-JAN-2016 05:37PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 0%  | 100%    | N              |
|  | MIXED FINANCE | MANHATTAN | AMSTERDAM   | 022     | AMSTERDAM          | 3rd Pass | 24-JAN-2016 03:58PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 100%  | 100%    | N              |
|  | MIXED FINANCE | MANHATTAN | AMSTERDAM   | 187     | AMSTERDAM ADDITION | 1st Pass | 24-JAN-2016 03:59PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 100%  | 100%    | N              |
|  | MIXED FINANCE | MANHATTAN | AMSTERDAM   | 262     | HARBORVIEW TERRACE | 4th Pass | 24-JAN-2016 03:59PM | 100%  | 100%                               | 100%  | 100%   | 100%                                   | 100%                | 100%  | 100%    | N              |
|  | BROOKLYN      | BROOKLYN  | ARMSTRONG I | 210     | ARMSTRONG I        | 2nd Pass | 24-JAN-2016         | 100%  | 100%                               | 100%  | 0%   | 0%                                     | 100%                | 0%  | 100%    | Y              |

# Head Count by Title

| Civil Service Title                                | January 23rd<br># of Staff | Civil Service Title                                | January 24th<br># of Staff |
|--|----------------------------|--|----------------------------|
| Administrative Community Relations Specialist      | 0                          | Administrative Community Relations Specialist      | 1                          |
| Administrative Housing Manager                     | 3                          | Administrative Housing Manager                     | 3                          |
| Administrative Housing Superintendent              | 9                          | Administrative Housing Superintendent              | 8                          |
| Administrative Inspector                           | 2                          | Administrative Inspector                           | 2                          |
| Administrative Manager (NM)                        | 0                          | Administrative Manager (NM)                        | 1                          |
| Administrative Supervisor of Building Maintenance  | 1                          | Administrative Supervisor of Building Maintenance  | 2                          |
| Assistant Housing Manager                          | 0                          | Assistant Housing Manager                          | 7                          |
| <b>Assistant Resident Buildings Superintendent</b> | <b>107</b>                 | <b>Assistant Resident Buildings Superintendent</b> | <b>110</b>                 |
| Auto Mechanic                                      | 1                          | Auto Mechanic                                      | 1                          |
| <b>Caretaker</b>                                   | <b>2,353</b>               | <b>Caretaker</b>                                   | <b>2,268</b>               |
| Carpenter  | 0                          | Carpenter  | 4                          |
| Chief Caretaker                                    | 22                         | Chief Caretaker                                    | 23                         |
| City Security Aide                                 | 1                          | City Security Aide                                 | 2                          |
| Clerical Associate                                 | 1                          | Clerical Associate                                 | 1                          |
| Community Service Aide (Tenant Patrol)             | 0                          | Community Service Aide (Tenant Patrol)             | 1                          |
| Community Associate                                | 1                          | Community Associate                                | 0                          |
| Electrician & Helper                               | 25                         | Electrician & Helper                               | 4                          |
| Elevator Mechanic & Helper                         | 40                         | Elevator Mechanic & Helper                         | 41                         |
| Emergency Service Aide (HA)                        | 6                          | Emergency Service Aide (HA)                        | 5                          |
| Heating Plant Technician (HA)                      | 5                          | <b>Heating Plant Technician (HA)</b>               | <b>89</b>                  |
| High Pressure Plant Tender                         | 0                          | High Pressure Plant Tender                         | 2                          |
| Housing Assistant                                  | 2                          | Housing Assistant                                  | 18                         |
| Housing Manager                                    | 31                         | Housing Manager                                    | 36                         |
| Lead Abatement Worker                              | 1                          | Lead Abatement Worker                              | 1                          |
| <b>Maintenance Worker</b>                          | <b>266</b>                 | <b>Maintenance Worker</b>                          | <b>317</b>                 |
| Motor Grader Operator                              | 2                          | Motor Grader Operator                              | 2                          |
| Oil Burner Specialist                              | 0                          | Oil Burner Specialist                              | 3                          |
| Plumber & Helper                                   | 4                          | Plumber & Helper                                   | 4                          |
| <b>Resident Buildings Superintendent</b>           | <b>107</b>                 | <b>Resident Buildings Superintendent</b>           | <b>114</b>                 |
| Secretary  | 0                          | Secretary  | 14                         |
| <b>Supervising Housing Groundskeeper</b>           | <b>100</b>                 | <b>Supervising Housing Groundskeeper</b>           | <b>100</b>                 |
| Supervisor Elevator Mechanic                       | 4                          | Supervisor Elevator Mechanic                       | 3                          |
| <b>Supervisor of Housing Caretakers</b>            | <b>139</b>                 | <b>Supervisor of Housing Caretakers</b>            | <b>138</b>                 |
| <b>Total Staff Reported</b>                        | <b>3,233</b>               | <b>Total Staff Reported</b>                        | <b>3,325</b>               |

# Snow Map



# Winter Storm Jonas STATS

- ❑ After Action Review/Report Meeting
  - Will review what worked and what didn't
  - An integral part of constant improvement and learning
  - Property Management after action meeting is taking place this afternoon
  - Executive team after action meeting is taking place next Tuesday, February 2<sup>nd</sup>




THREE-THOUSAND NINETY-NINTH MEETING

Wednesday, January 27, 2016

ADJOURNMENT

On Motion, without objection, the meeting was duly adjourned at 11:09 A.M.

A handwritten signature in black ink, appearing to read 'V. Huertas', written over a horizontal line.

Vilma Huertas  
Corporate Secretary